



BOARD OF BEHAVIORAL SCIENCES
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MEETING NOTICE

Budget and Efficiency Committee January 27, 2006

9:00 a.m. to 10:00 a.m.

California Department of Education
1430 N Street, Room 2102**
Sacramento, CA 95814

I. Introductions

II. Strategic Plan Goals 2, 5 & 6 – Report on Progress

Goal 2: Build an excellent organization through effective leadership and professional staff.

Objective 2.1 -- Meet 80% of training goals identified in IDPs by June 30, 2006.

Objective 2.2 -- Reduce average application processing time by 33% by December 30, 2006.

Objective 2.3 -- Increase staff training hours by 15% by June 30, 2010.

Objective 2.4 -- Joint participation by executive staff and board members in 20 external events (non-board meeting) by June 30, 2010.

Goal 5: Utilize technology to improve and expand services.

Objective 5.1 -- Provide the ability to accept electronic payments by June 30, 2008.

Objective 5.2 -- Process 70% of all renewal applications on-line by June 30, 2009.

Objective 5.3 -- Process 33% of all new applications on-line by June 30, 2010

Objective 5.4 -- Provide the ability to check the status of all applications online by June 30, 2010.

Goal 6: Maximize the efficiency and effectiveness of the Board's resources.

Objective 6.1 -- Increase licensing staff productivity 13% by June 30, 2010

Objective 6.2 -- Increase enforcement staff productivity in processing consumer complaints 29% by June 30, 2010.

Objective 6.3 -- Increase examination staff productivity 15% by June 30, 2010.

III. Dates for Future Committee Meetings

Public Comment on items of discussion will be taken during each item. Time limitations will be determined by the Chairperson. Items will be considered in the order listed. Times are approximate and subject to change. Action may be taken on any item listed on the Agenda.

THIS AGENDA AS WELL AS BOARD MEETING MINUTES CAN BE FOUND ON THE BOARD OF BEHAVIORAL SCIENCES WEBSITE AT www.bbs.ca.gov

NOTICE: The meeting facilities are accessible to persons with disabilities. Please make requests for accommodations to the attention of Sal Reyes at the Board of Behavioral Sciences, 1625 N. Market Boulevard, Suite S-200, Sacramento, CA 95834, or by phone at 916-574-7836, no later than one week prior to the meeting. If you have any questions please contact the Board at (916) 574-7830.

** - This facility requires a security badge for admittance. Members of the public who plan on attending the meeting should notify Sal Reyes at (916) 574-7836 prior to the day of the meeting to assure entry to the facility.

Item I

**State of California
Board of Behavioral Sciences**

M e m o r a n d u m

To: Budget and Efficiency Committee

Date: January 19, 2006

From: Paul Riches
Executive Officer

Telephone: (916) 574-7840

Subject: Introduction of the Committee

The Budget and Efficiency Committee was formed as part of a reorganization of the Board's committees. Each of the Board committees now has express responsibility for overseeing specific goals in the strategic plan recently adopted by the board as well as a general jurisdiction.

This committee is responsible for Goals #2, #5 and #6 in the strategic plan. These goals are focused on improving board operations and customer service. In addition, this committee will monitor the board's budget and review future proposed budget changes.

The Board's committees are composed as follows:

Budget and Efficiency Committee

Chair – Victor Law
Donna DiGiorgio

Policy and Advocacy Committee

Chair - Bob Gerst
Karen Pines
Ian Russ
Peter Manoleas

Consumer Protection Committee

Chair - Howard Stein
Judi Johnson
Bob Gerst

Communications Committee

Chair – Karen Pines
Joanie Walmsley
Peter Manoleas

Item II

State of California

Memorandum

To: Budget and Efficiency Committee

Date: January 19, 2006

From: Department of Consumer Affairs
Board of Behavioral Sciences

Telephone: (916) 445-4933
Extension:

Subject: Strategic Plan Update

Background

The board formally adopted the new strategic plan at its November 2005 meeting. As part of the implementation of the strategic plan, each committee will receive a progress update on the strategic objectives under its jurisdiction. This regular exchange of information provided will provide mutual accountability between staff and board members in accomplishing our shared objectives.

Goal 2: Build an excellent organization through effective leadership and professional staff.

Objective 2.1 -- Meet 80% of training goals identified in IDPs by June 30, 2006.

Staff has been working to complete a backlog of individual development plans (IDP). These plans constitute the annual review for state employees. We expect to be current by the end of January. IDPs should be completed annually for each employee. The recent addition of a manager to the BBS staff will enable us to comply with this expectation. A portion of each IDP is an evaluation by both the employee and the supervisor of future training that can either improve job performance or facilitate career development. Now that we are current on IDPs we can begin to provide performance data related to this objective in future reports.

Objective 2.2 -- Reduce average application processing time by 33% by December 30, 2006.

Baseline processing time (number of days from receipt of the application until the application was evaluated) was established in the period from April – June 2005. In this period the average processing time for all applications was 30.4 days.

A number of steps were taken to reduce processing times including personnel changes, establishing a desk sharing program between the two social work licensing programs, changes to the process of obtaining fingerprints from applicants, and desk reviews for each of the board's five licensing programs [intern marriage and family therapist (IMF), marriage and family therapist (MFT), associate clinical social worker (ASW), licensed clinical social worker (LEP), and licensed educational psychologist (LEP)]. The desk reviews identified a number of process improvements that have been and are expected to reduce processing times.

Management has also implemented a program to gather performance statistics for each licensing program on a monthly basis. These data are used for continuing program improvement and are shared with our license evaluators to provide them feedback on their performance.

For October through December 2005 (the most recent quarter for which data is available) the average processing time was 16.4 days (a 46% decrease from the baseline period). This notable improvement in performance will more than satisfy the objective if sustained over time. However, there is considerable seasonality in the workload for the IMF and ASW programs that isn't reflected in this time frame. Assuming that this level of performance continues through the summer months, the objective will need to be revisited in the future to increase the level of performance improvement.

There are still significant delays in the application process unrelated to evaluating applications that need to be addressed and could be included in a revision of this objective. Also there is considerable variation in performance between the programs that should be narrowed or eliminated as part of a revised objective.

Objective 2.3 -- Increase staff training hours by 15% by June 30, 2010.

Board staff is compiling information for the staff training hours in the two prior fiscal years to establish a baseline for evaluating future performance. Staff is also developing a standard training series for all employees to complete that is appropriate to their current classification or promotional goals.

Objective 2.4 -- Joint participation by executive staff and board members in 20 external events (non-board meeting) by June 30, 2010.

No action taken. Staff is identifying potential events. The outreach program being developed to fulfill objectives of Goal #1 by the Communications Committee will likely provide numerous opportunities for joint participation by executive staff and board members.

Goal 5: Utilize technology to improve and expand services.

The status update for this goal is addressed in a separate attached memo.

Objective 5.1 -- Provide the ability to accept electronic payments by June 30, 2008.

Objective 5.2 -- Process 70% of all renewal applications on-line by June 30, 2009.

Objective 5.3 -- Process 33% of all new applications on-line by June 30, 2010

Objective 5.4 -- Provide the ability to check the status of all applications online by June 30, 2010.

Goal 6: Maximize the efficiency and effectiveness of the Board's resources.

The productivity targets in each of these objectives were established by projecting future workload based on an evaluation of the trends established in the past five years. These productivity increases are required if the new workload is to be absorbed without either an increase in staffing or reduction in processing times. Budget requests for additional staff are

extremely difficult to obtain and we cannot plan on staff growth to accommodate program growth in the near future.

Objective 6.1 -- Increase licensing staff productivity 13% by June 30, 2010

There is considerable overlap with objective 2.2. No additional activity has been completed for this objective at this time.

Objective 6.2 -- Increase enforcement staff productivity in processing consumer complaints 29% by June 30, 2010.

Staff is developing the data need to establish baseline for productivity in the 2004-05 Fiscal Year. Staff is also reviewing existing internal performance goals to determine if they are consistent with the productivity increase in this objective.

Objective 6.3 -- Increase examination staff productivity 15% by June 30, 2010.

Staff is developing workload performance measures to serve as a baseline for this objective. This process includes updating procedure manuals and developing monthly statistics to measure unit performance.

Exam staff recently completed updates to the board's telephone tree and website to make it easier for candidates to contact board staff and access information.

Memorandum

To: Budget and Efficiency Committee
Paul Riches, Executive Officer

Date: January 19, 2006

From: Lynné Stiles
Associate Information Systems Analyst
Board of Behavioral Sciences

Telephone (916) 574-7830

Subject **Strategic Plan Update on Goal 5:**
Utilize technology to improve and expand services (i.e., i-Licensing)

OVERVIEW AND BACKGROUND

This serves as an overview regarding the status of Goal 5 of the Board's Strategic Plan. The goal calls for the Board to utilize technology to improve and expand services, most notably through the implementation of online services that would enable constituents to perform tasks such as renewing their license and checking the status of an application on our website.

Our current process is paper based where information is received either by mail or fax and staff processes the various materials within our office. Processing a renewal can take 6-8 weeks if all the information is included, and longer if documentation is missing. Processing applications for registration or licensure averages approximately 5 weeks. By implementing online services, we anticipate it will reduce the processing time frames dramatically.

TYPES OF SERVICES

Within this goal are four objectives which when implemented will provide the "online" ability for the following types of services:

- *Accept electronic payments*
- *Renew a license or registration*
- *Submit an application for registration or licensure, and*
- *Check the status of an application.*

OBJECTIVES

The specific objectives and defined terms for implementing this goal are:

- ***Objective 5.1 - Provide the ability to accept electronic payments by June 30, 2008.***

The defined term for "electronic payments" includes the credit card use with minor processing fee for:

- Renewals and delinquent renewals for MFT, LCS, LEP, IMF, ASW
- Applications for Registration and Licensure, Re-examinations
- ASW Extension applications

➤ ***Objective 5.2 – Process 70% of all renewal applications online by June 30, 2009***

The defined term for “renewal applications” relates to:

- Monies for renewals and delinquent renewals for MFT, LCS, LEP, IMF, ASW and CE Provider, and
- Must satisfy renewal requirements for CE and criminal conviction.

➤ ***Objective 5.3 – Process 33% of all new applications online by June 30, 2010***

The defined term for “new applications” relates to:

- Applications for registration and licensure (IMF, ASW, MFT, LCSW, LEP), and
- Applications for CE provider.

➤ ***Objective 5.4 – Provide the ability to check the status of an application online by June 30, 2010***

The defined term for “status of applications” relates to:

- New applications for registration and licensure
- Examination applicants, and
- Renewals.

CHALLENGES

Significant challenges will be encountered in order to fully implement these various objectives. Some of these are our requirement to obtain original documents, original transcripts, and original signatures through an online process. Digital signatures to ensure the property identity of the individual going through the online processes will need to be determined and hopefully resolved. If digital signatures are not included in the online feature, individuals using our online feature will need to follow up through the mail with the remaining required documentation in order for that specific process to be completed.

Some Board’s in DCA currently have online features through their website to process renewals and new applications. However it does not include digital signatures, the ability to submit original documents, or transcripts or verify the accuracy of these documents. Individuals are able to pay for their renewal fee, or begin the application process.

DCA i-LICENSING PROJECT

The Department of Consumer Affairs (DCA) is currently pursuing an i-Licensing project. Once implemented, the DCA’s i-Licensing project will provide many of the services outlined in our Strategic Plan. Therefore, the Board’s participation in the i-Licensing project is important in meeting the goal outlined in our Strategic Plan. At the present time, the Board’s pursuit of online services remains coupled with the DCA’s i-Licensing venture.

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RE: Update on Goal 5: Utilize technology to improve and expand services (i.e., i-Licensing)

In September and October, DCA conducted an informal market study, whereby a handful of vendors demonstrated software, which would enable the implementation of the i-Licensing feature. Board staff participated in the demonstrations and provided feedback to the DCA i-Licensing team.

In December, the DCA's Feasibility Study Report (FSR) was approved by the Department of Finance. This process formally confirms and provides the ability for the DCA to proceed with the i-Licensing IT project.

TIMELINES

DCA is in the process of preparing a Request for Proposal (RFP) to obtain a vendor / contractor to assist with the i-Licensing project. An RFP is part of the contracting acquisition process for securing an outside vendor/contractor to work with the Department in implementing this project.

At this time funding sources have not been identified for the overall project and a budget change proposal (BCP) may be necessary if the Board is unable to fund its portion of the project from monies within our budget.

Currently there are no specific dates as to when the contract will be begin and this process may take several months. Once the contract is executed, DCA will be developing a timeline that will define the various project implementation dates. It is anticipated to take approximately 18 – 24 months to complete the overall i-Licensing project with various Boards being brought on at different intervals. As specific timelines become available, we will provide them to the Committee.

Item III

**State of California
Board of Behavioral Sciences**

M e m o r a n d u m

To: Budget and Efficiency Committee

Date: January 19, 2006

From: Paul Riches
Executive Officer

Telephone: (916) 574-7840

Subject: Future Meeting Dates

In the interest of easing scheduling for both committee members and public participants, it would be useful to set future meeting dates for the committee. Meetings should occur approximately halfway between regularly scheduled board meetings. The following dates would establish a regular meeting on the last Wednesday of the relevant months except December. That meeting is proposed to occur in early January. This will scheduling would be less likely to interfere with holiday vacations.

Meetings will occur in various locations much as board meetings are held in various locations around the state to maximize opportunities for public participation.

Monday, April 17, 2006
Wednesday, June 21, 2006
Wednesday, September 20, 2006
Wednesday, January 10, 2007
